---

8   TAFI USER QUEUE

Some of the downstream transactions may take more time than the customer is willing to wait. For example, if TAFI does not get a valid MLT test result, TAFI will re-test the line after waiting five minutes. Using TAFI, the user is performing the traditional screening function and a quality recommendation can not be made without valid downstream data. When finished with a report, it will either be closed or sent it to the correct location for resolution. However, at the same time, more customers are calling to report their troubles. So what do you do?

<p style="text-align:center">Queue the report!</p>

TAFI has the ability to keep working on the customer's trouble report in the background thus freeing the user to start helping other customers. For all practical purposes, there is no limit as to how many reports you can have in your queue. **Just remember that you have to handle all of your queued reports in a timely manner!** TAFI informs you of the status of your queued reports via the User Queue report. This report is displayed every time you complete a trouble report so you don't forget about your queued reports. You will have the option of retrieving a report that TAFI has finished analysis on or bypassing your queued reports (by pressing F6) and taking a new customer call.

8.1   QUEUING A REPORT

There are two ways that a report can be placed in your User Queue:

- TAFI recommends queuing the report (typically because data from a downstream system is currently not available).

- You can manually queue a report so you can start processing other customer troubles while TAFI continues working on the current problem in the background.

> **To manually queue a report, depress the queue function key (F8).**

TAFI will confirm that you have captured all of the required information before it accepts your command. If the data on the Access and Commitment window is not populated, TAFI will require that this information be gathered before the report can be queued.

The best way to experience queuing a report is to walk through an example.

EXAMPLE: Mr. Jamison called to report that he does not have any dial tone. However while processing his report the first MLT test was not conclusive ...
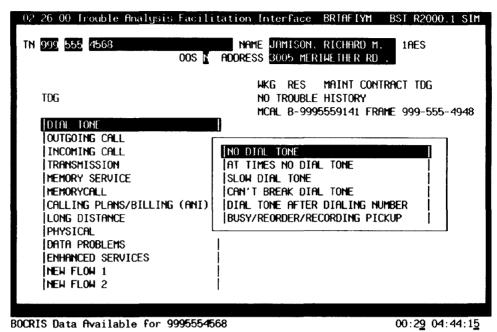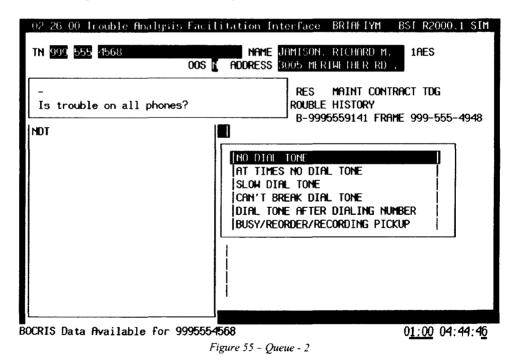

```
02 26 00 Trouble Analysis Facilitation Interface  BRTAFIYM    BST R2000.1 SIM

  TN 999 555 4568                    NAME JAMISON, RICHARD M,   1RES
                         OOS N  ADDRESS 3005 MERIWETHER RD ,

                                       WKG  RES    MAINT CONTRACT TDG
          TDG                          NO TROUBLE HISTORY
                                       MCAL B-9995559141 FRAME 999-555-4948
         |DIAL TONE                |
         |OUTGOING CALL
         |INCOMING CALL            |NO DIAL TONE                |
         |TRANSMISSION             |AT TIMES NO DIAL TONE       |
         |MEMORY SERVICE           |SLOW DIAL TONE              |
         |MEMORYCALL               |CAN'T BREAK DIAL TONE       |
         |CALLING PLANS/BILLING (ANI)|DIAL TONE AFTER DIALING NUMBER |
         |LONG DISTANCE            |BUSY/REORDER/RECORDING PICKUP |
         |PHYSICAL
         |DATA PROBLEMS            |
         |ENHANCED SERVICES        |
         |NEW FLOW 1               |
         |NEW FLOW 2               |

BOCRIS Data Available for 9995554568                    00:29 04:44:15
```

Figure 54 – Queue - 1

He indicates that the problem was on all of his phones:

```
02 26 00 Trouble Analysis Facilitation Interface  BRTAFIYM    BST R2000.1 SIM

  TN 999 555 4568                    NAME JAMISON, RICHARD M,   1RES
                         OOS N  ADDRESS 3005 MERIWETHER RD ,

  -                                    RES    MAINT CONTRACT TDG
  Is trouble on all phones?            ROUBLE HISTORY
                                       B-9995559141 FRAME 999-555-4948
  NDT                           ■

                                    |NO DIAL TONE                |
                                    |AT TIMES NO DIAL TONE       |
                                    |SLOW DIAL TONE              |
                                    |CAN'T BREAK DIAL TONE       |
                                    |DIAL TONE AFTER DIALING NUMBER |
                                    |BUSY/REORDER/RECORDING PICKUP |

                                    |
                                    |
                                    |

BOCRIS Data Available for 9995554568                    01:00 04:44:46
```

Figure 55 – Queue - 2

The customer was calling from another location:

```
02-26 00 Trouble Analysis Facilitation Interface  BRTAFIYM   BST R2000.1 SIM

TN 999 555 4568                    NAME JAMISON, RICHARD M,   1AES
                        OOS N  ADDRESS 3005 MERIWETHER RD ,

 -                                    RES   MAINT CONTRACT TDG
 Is the line currently in use?        ROUBLE HISTORY
                                      B-9995559141 FRAME 999-555-4948
NDT                               ■
Trouble on all phones
REBACK=N                            NO DIAL TONE
                                    AT TIMES NO DIAL TONE
                                    SLOW DIAL TONE
                                    CAN'T BREAK DIAL TONE
                                    DIAL TONE AFTER DIALING NUMBER
                                    BUSY/REORDER/RECORDING PICKUP


BOCRIS Data Available for 9995554568              01:30 04:45:16
```

Figure 56 – Queue - 3

Then TAFI asks that you complete the Access and Commitment Window:

```
02-26 00 Trouble Analysis Facilitation Interface  BRTAFIYM   BST R2000.1 SIM

TN 999 555 4568                    NAME JAMISON, RICHARD M,   1AES
                        OOS N  ADDRESS 3005 MERIWETHER RD ,

 -                                    REACH#  _____
Get reach information and advise      REMARKS _____
customer of commitment.               ACCESS# _____            8
(If necessary, use F9 to enter        REP BY  _____
Access & Commitment information.)     NEW COMM AS
                                      ACCESS: A ____   B ____
Line not in use (LIU=N)       AT TIME     OS 07-29-94 0600P
                              SLOW DI     AS 07-29-94 0600P
                              CAN'T B     BC _____
                              DIAL TO CUS DT _____
                              BUSY/RE    NOTE _____
                                          CAT CD   IRATE N   CC N
                                     TRBL DESC NDT  xxxx ____ ____
                                     ADTNL NAR _____
                                     DT RECVD _____
                                         MTR: _
                                      EMAIL: _____

TEST Results Requested for 9995554568             02:04 04:45:50
```

Figure 57 - Queue - 4

```
02-26-00 Trouble Analysis Facilitation Interface  BRTAF1YM   BST R2000.1 SIM
```


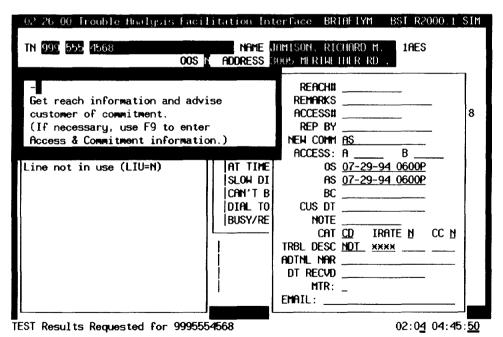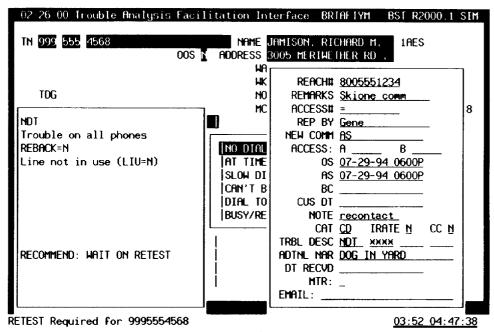*Figure 58 – Queue - 5*

While you were populating the Access and Commitment (A/C) Window, TAFI initiated a MLT test. However, the test did not produce a valid result and TAFI is recommending a re-test. You, through your experience and training, notice this information in the Trouble Report Status area and know that you will be queuing this report. You must add two pieces of information in the A/C window:

- Make yourself a reminder note to re-contact this customer using the **Note** field.

- Since TAFI may execute the Automatic Queue Processing function (discussed in Section 8.4, beginning on page 150) you must add any critical piece of information that you want to appear on the narrative line of the final report. In this case, Mr. Jamison is warning the technician to watch out for the big dog in his yard and this information is entered in the **Additional Narrative** field.

You complete the contact with your customer by providing him the established commitment, provide an indication of future availability and thank him for using your service - your standard contact closure. The only difference between this close and other closures is that you don't know (at this time) what the disposition of this report will be. (You will once TAFI completes its analysis, but right now you have other customers to handle.)

Depress the Enter key to register all of the data gathered in the A/C window for this report and then depress F8 to queue the report:
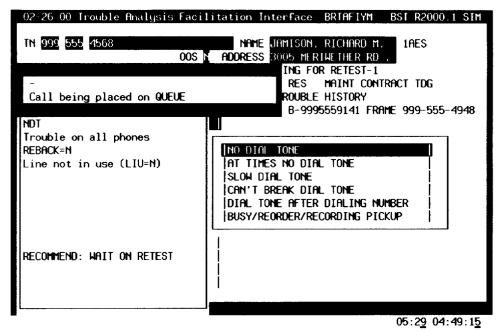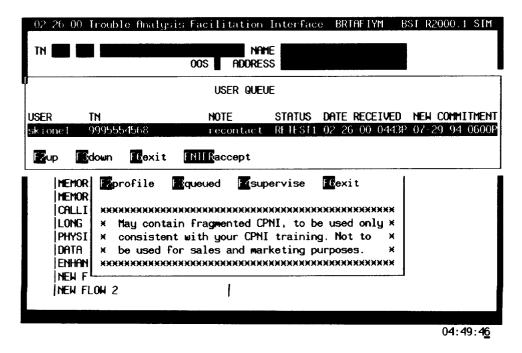
```
02-26 00 Trouble Analysis Facilitation Interface  BRTAFIYM   BST R2000.1 SIM

TN 999 555 4568                    NAME JAMISON, RICHARD M.    1AES
                      OOS    ADDRESS 3005 MERIWETHER RD ,
                                          ING FOR RETEST-1
        -                                 RES  MAINT CONTRACT TDG
  Call being placed on QUEUE              ROUBLE HISTORY
                                          B-9995559141 FRAME 999-555-4948
 NDT
 Trouble on all phones
 REBACK=N
 Line not in use (LIU=N)             NO DIAL TONE
                                     AT TIMES NO DIAL TONE
                                     SLOW DIAL TONE
                                     CAN'T BREAK DIAL TONE
                                     DIAL TONE AFTER DIALING NUMBER
                                     BUSY/REORDER/RECORDING PICKUP


 RECOMMEND: WAIT ON RETEST


                                                     05:29 04:49:15
```

Figure 59 – Queue 6

TAFI queued the report and provides a Message Window acknowledging the request.

```
02 26 00 Trouble Analysis Facilitation Interface  BRTAFIYM   BST R2000.1 SIM

TN  ██  ██              NAME
             OOS   ADDRESS

                       USER QUEUE

 USER      TN          NOTE      STATUS  DATE RECEIVED  NEW COMMITMENT
 skionel   999555456   recontact RETEST1 02 26 00 0443P 07-29 94 0600P

 up    down    exit    NIL accept

 MEMOR  profile   queued   supervise   exit
 MEMOR
 CALLI  xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
 LONG   x  May contain fragmented CPNI, to be used only x
 PHYSI  x  consistent with your CPNI training. Not to    x
 DATA   x  be used for sales and marketing purposes.     x
 ENHAN  xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
 NEW F
 NEW FLOW 2                    |

                                                     04:49:46
```

Figure 60   Queue 7

Take a minute to look at the User Queue window. Notice that your note (reminder to yourself) is displayed along with the status of this report. In this case, TAFI is re-testing the line with the first re-test request.

⇒ **Note:** If TAFI recommends queuing the report because access to downstream systems is momentarily blocked, TAFI will automatically place the word "SYSTEM" in the note field. This alerts you to some possible communications problem.

Pay attention to the function key prompts in this User Queue window. To move the highlight bar down and up, use F2 and F3 (when you have more than one report in queue). To bypass this User Queue report and return to the Initial Trouble Entry Window (to process another customer's call), depress F6.

```
02 26 00 Trouble Analysis Facilitation Interface  BRTAF IYM    BSI R2000.1 SIM

 TN ██ ██ ██████████████     NAME
                        OOS █  ADDRESS        ████████████

┌──────────────────────────────────────────────────────────────────────┐
│                              USER QUEUE                                │
│                                                                        │
│ USER       TN               NOTE     STATUS  DATE RECEIVED  NEW COMMITMENT│
│ skione1    9995554568       recontact TEST2   02 26 00 0443P 07 29 94 0600P│
│ skione1    9999495038                 Ready   02-26-00 0451P 02-28-00 0400P│
│                                                                        │
│ █up      █down     █exit    INILaccept                                 │
└──────────────────────────────────────────────────────────────────────┘
 │MEMOR│
 │CALLI│ ╔══════════════════════════════════════════════════════╗
 │LONG │ ║ x   May contain fragmented CPNI, to be used only x    ║
 │PHYSI│ ║ x   consistent with your CPNI training. Not to   x    ║
 │DATA │ ║ x   be used for sales and marketing purposes.    x    ║
 │ENHAN│ ╚══════════════════════════════════════════════════════╝
 │NEW F│
 │NEW FLOW 2                   │

TEST Results Requested for 9995554568                          04:52:48
```

Figure 61 – Queue - 8

As TAFI continues to work on your report in the background, it displays status information in the Status Line, even if you are working on a different report. TAFI just wants to keep you informed. Also, notice that the Status field on the User Queue report gets updated to let you know what's going on. Look at the screen above. What's the current status of the queued report?

When the Status field indicates "READY", you know that TAFI has completed the analysis and formulated a recommendation for you to complete the report:
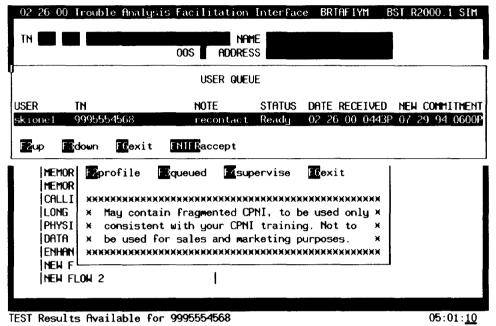
```
02 26 00 Trouble Analysis Facilitation Interface  BRTAFIYM  BST R2000.1 SIM

TN ██ ██ ███████        NAME ███████
                 OOS █ ADDRESS ███████

┌──────────────────────────────────────────────────────────┐
│                        USER QUEUE                          │
│                                                            │
│ USER     TN            NOTE       STATUS  DATE RECEIVED  NEW COMMITMENT│
│ skione1  9995554568    recontact  Ready   02 26 00 0443P 07 29 94 0600P│
│                                                            │
│ ▓up  ▓down  ▓exit  ▓NTRaccept                              │
└──────────────────────────────────────────────────────────┘

┌──────┐┌────────────────────────────────────────────────┐
│MEMOR ││ ▓profile  ▓queued  ▓supervise  ▓exit            │
│MEMOR ││                                                 │
│CALLI ││ xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx  │
│LONG  ││ x  May contain fragmented CPNI, to be used only x│
│PHYSI ││ x  consistent with your CPNI training. Not to   x│
│DATA  ││ x  be used for sales and marketing purposes.    x│
│ENHAN ││ xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx  │
│NEW F └└─────────────────────────────────────────────────┘
│NEW FLOW 2                    │

TEST Results Available for 9995554568                05:01:10
```

Figure 62 – Queue - 9

8.2 RETRIEVING QUEUED REPORTS

Once TAFI has completed the analysis and determines a recommendation, TAFI changes the Status on the User Queue report to READY. When you have finished working on your current report, TAFI will always display the User Queue window (if you have at least one report in queue) prior to allowing you access to the Initial Trouble Entry window. You have to determine when to take the report out of queue.

For example, if there are many customer calls pending in the ACD queue, you may elect to handle a new customer call first. When the peak customer call volume goes down, you will start completing those reports in your queue.

⇒ **Note:** Your management will provide you with guidelines for handling queued reports in your center.

Retrieving a queued report is a two step process:

1. Use the highlight bar to select which report to retrieve from the User Queue (use F2 and F3 to move the bar) and depress Enter. This action places the telephone number into the Initial Trouble Entry window:
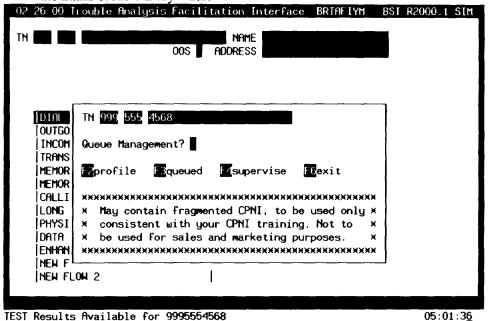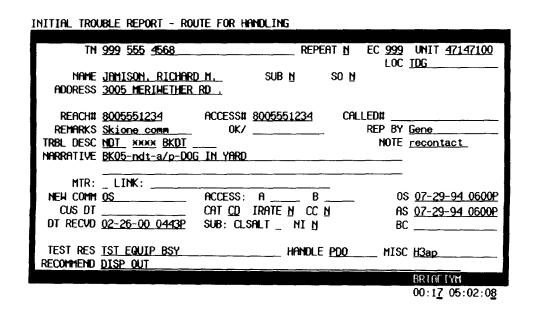
```
02 26 00 Trouble Analysis Facilitation Interface  BRTAFIYM   BST R2000.1 SIM

  TN ██ ██ ███████████       NAME ████████
                     OOS █  ADDRESS ████████




     │DIAL │  TN 999 555 4568 ████████████
     │OUTGO│
     │INCOM│  Queue Management? █
     │TRANS│
     │MEMOR│  █profile  █queued  █supervise  █exit
     │MEMOR│
     │CALLI│  xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
     │LONG │  x  May contain fragmented CPNI, to be used only x
     │PHYSI│  x  consistent with your CPNI training. Not to   x
     │DATA │  x  be used for sales and marketing purposes.    x
     │ENHAN│  xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
     │NEW F└─────────────────────────────────────────────────
     │NEW FLOW 2                    │


TEST Results Available for 9995554568                        05:01:36
```

Figure 63 – Queue- 10

2. Depress the Enter key a second time and TAFI will typically return you back to the point you were at when you queued the report. In our example, TAFI is recommending a dispatch out based upon the information the customer provided.

```
INITIAL TROUBLE REPORT - ROUTE FOR HANDLING

      TN 999 555 4568 _____ REPEAT N  EC 999  UNIT 47147100
                                                LOC IDG _____
     NAME JAMISON, RICHARD M.      SUB N    SO N
  ADDRESS 3005 MERIWETHER RD ,

   REACH# 8005551234      ACCESS# 8005551234   CALLED# _____
  REMARKS Skione comm      OK/ _____         REP BY Gene_____
 TRBL DESC NOT xxxx BKDT ____                   NOTE recontact_
 NARRATIVE BK05-ndt-a/p-DOG IN YARD _____

     MTR: _ LINK: _____
 NEW COMM OS_____   ACCESS: A ____ B ____    OS 07-29-94 0600P
   CUS DT _____      CAT CD  IRATE N  CC N     AS 07-29-94 0600P
  DT RECVD 02-26-00 0443P SUB: CLSALT _ NI N        BC _____

 TEST RES TST EQUIP BSY _____ HANDLE PDO ____ MISC H3ap_____
 RECOMMEND DISP OUT_____
                                              BRTAFIYM
                                              00:17 05:02:08
```

Figure 64   Queue 11

In our example, the MLT test equipment was consistently busy every time TAFI tried to run a test. TAFI displayed this information in the **Test Results** field on the Trouble Report screen. If this was a real world trouble, you would call a BST center and notify them of this situation. The BST person will coordinate with the WMC to correct this potential MLT problem. To maintain your commitment to the customer, TAFI recommended dispatching a technician to correct the problem.

⇒ **Note:** Every central office is equipped with a limited number of test facilities that run MLT tests. The larger the CO, the more test facilities are available. Under normal situations there are plenty of facilities available. However, if a large number of trouble reports are generated for a given CO at the same time, you may incur the *test equipment busy* result. When this occurs, TAFI waits 5 minutes and re-tests the line. Most of the time, a subsequent test will net a good result. Experience with multiple MLT tests indicate that if a good result is not returned by the second attempt, there's little probability that additional attempts will provide good results. Failing to get a good MLT result after the second attempt, TAFI will send the report to the MA screening pool for manual intervention.

8.3   TIPS ON QUEUING

(1)   In many situations, the result of the MLT test will determine TAFI's recommendation and how you finally process the report. If the result comes back while the customer is still on the line, you can provide your customer with a more definite response by saying something like: *" ... while we were talking I ran a test on your line and the results show me that our technician will have to be sent out to correct the problem. I'm sure that we will have this corrected for you by 6 PM"*

However, how long do you wait for the test result to come back? Depending upon the CO and a number of other factors, the results may not come back for 2 minutes or more.

The best rule of thumb is to complete your contact in the normal manner. Gather information from the customer and select the appropriate trouble category, answer TAFI's questions, obtain the necessary information to populate the A/C window and, if the test results are not back, provide your customer with a commitment date/time and close the contact. When you have finished with the customer, depress F8 to queue the report and move on to your next call.

(2)   The second thing to remember is that you are responsible for the reports in your queue. You are expected to handle these reports in a timely manner.

> **The longer you keep a report in queue, the less time the field technicians have to clear the problem by the commitment time!**

(3)   Should another user take a report for this telephone number (while the initial report is still in queue), one of two things will happen:

> A: If the user taking the second report is working on the same TAFI processor (i.e., CRTAFIZM) where the report is queued, TAFI will take the report out of the first user's queue and display all the information to the new user. (It acts as if the second user had the report queued and then pulls it out for further action.)

> B: If the new user is working on a different TAFI processor, the system will process the report independent of any work performed by the first user. The second user then completes the report and TAFI routes it for proper handling. When the first user takes the report out of queue and attempts to complete it, LMOS will return an error message saying "SUB NOW" (see Section 11). This error message indicates that someone else generated an initial report and this user must cancel his TAFI transaction and then enter a subsequent report listing any new information that they have obtained.

Note: In situation B, when the first user takes the report out of their queue and sends it to LMOS, they will get a SUB NOW error message. This error message indicates that someone else generated an initial report and this user must enter a subsequent report listing any new information that they have obtained.

> **All users for a given CLEC company are assigned to work on the same production CLEC TAFI processor and option A would be the expected result. However, should the user temporarily use the CLEC TAFI Back-Up system (because of some difficulty with their production system), option B could occur.**

(4)   During normal operations, TAFI provides you an indication when a recommendation has been developed, you take the report out of queue and process it. Should you need to log off prior to obtaining a recommendation for a queued report (i.e., lunch break, etc.), TAFI will display the status of all your queued reports when you log back in.

However, if you have queued reports and you have to leave for an extended period (i.e., go home at the end of your tour), you **must inform your supervisor so he/she can reassign your queued reports to another user.**

> **Users should budget their time to process all queued reports prior to leaving for the day.**

(5)   <u>**IMPORTANT !**</u>

If while processing the queued report, the user elects to cancel the TAFI transaction, the LMOS report is still active. This should not happen often. One scenario might be after waiting for an MLT test the user calls the customer to say the line tested OK. The customer then realizes that he really didn't want to report a trouble but needed to speak with someone in the business office. The first reaction would be to cancel the report (Referred to Business Office) ... but doing so would leave an active report in LMOS (since the report was queued in TAFI).

In situations where the user would have canceled the TAFI transaction AFTER placing the report in queue, the correct steps are to use the CLOSE Report Override option and select the appropriate Close transaction (i.e., CX Customer Canceling Original Report) to close the existing LMOS report.

8.4   AUTOMATIC QUEUE PROCESSING

We just discussed the importance of processing your queued reports in a timely manner so the field technicians have ample time to fix the trouble before the commitment time (assuming that the recommendation is to dispatch a technician). To assist you in processing queued reports, TAFI has been enhanced to <u>automatically send reports to LMOS if the recommendation is to dispatch a technician</u>

> ⇒ **Note:** Since TAFI may take this report from you, it is critical that you enter any information that needs to go on the narrative line using the additional narrative field on the Access and Commitment window <u>before you queue the report</u> (see page 96).

9	**ADDITIONAL DATA WINDOW**

TAFI gathers much information from a number of downstream systems during the processing of a trouble report and holds it while it is processing the report. TAFI uses this information to develop its recommendation. As shown below, information from many downstream systems could be accessed (and viewed) but the data actually gathered depends upon the nature of the trouble report. For example, it the customer was reporting NDT, TAFI would not go to Predictor and verify switch translations. Therefore, accessing the Predictor option on this window will not provide any information.

> **To successfully process customer trouble reports does not require the user to view any information available in the Additional Data Window. TAFI does this automatically and with consistent interpretation.**

Some users may want to view this information to gain a better insight to a specific problem. The **Additional Data Window** and is accessible by depressing F11.

The Additional Data Window displays the following menu of options:

Test Results	Displays the MLT results obtained by TAFI
Ticket Status	LMOS Recent Status Transaction (RST) - used to view the various lines of status on a pending trouble report
BOCRIS CSR	CRIS Customer Service Record - displays the products and services that are programmed on the line
LMOS TR	LMOS Trouble Report - a view of TAFI's interaction with the LMOS TR mask
Predictor	Predictor - the results of TAFI's inquire to Predictor
BOCRIS Pend Order	BOCRIS Pending Service Order - a view of what was ordered in BOCRIS
DATH Trouble History	LMOS Display Abbreviated Trouble History - A trouble history report showing just the close out narrative on previous trouble reports
DLETH Trouble History	LMOS Display Extended Trouble History - A trouble history report showing every line of status on previous trouble reports stored in LMOS

DLR (DLRL)	LMOS Display Line Record - displays the customer's Line Record (DLRL) in LMOS
DLR (DLEX)	LMOS Display Line Record – displays the customer's extended line record (DLEX) stored in LMOS
SOCS Pending Order	Service Order Control System - displays pending service orders (if any)
Other SOCS Orders	If the customer has more than one pending service order, this option lets you select which service order to view
SOCS Deny/Restore	Displays any pending Service Orders Denying or Restoring Service
OSPCM BSW	OSPCM Buried Service Wire - displays the status of work orders to bury customer's buried drop wires. (This work is performed by contractor.)
Update LMOS TR	If the trouble report is updating an existing LMOS report, you can view this update here
View Links	Allows the user to view other trouble reports linked together in a Multiple Trouble Report
Host Request Errors	If TAFI attempted to gather some information or send some information and the request failed (due to either a communications problem or the host system was not available), the user can attempt to re-send the transaction with this option
LNP Gateway Data	If TAFI queried LNP for information to process the trouble report, then this data can be viewed here.
Access Numbers	Provides additonal access numbers
Customer Bill Memo	If available, TAFI will display all entries made in the past seven days on the customer's Bill section
View CPNI Data	TAFI Displays the customer's desired CPNI handling procedures

Most of these options produce reports that have more than one page. You may scroll through each page using the **Page Up** and **Page Down** keys.

With an active trouble report on your screen, depressing F11 produces the Additional Data Window

```
INITIAL TROUBLE REPORT - ROUTE FOR HANDLING
┌──────────────────────────────────────────────────────────────────────────┐
│         TN 999 949 5038                    REPEAT N    EC 999  UNIT 47147200│
│                                                       LOC IDG              │
│       NAME DUNCAN, JACK M              SUB N    SO N                       │
│    ADDRESS 867 REN┌──────────────────────────────────────────────────────┐│
│                   │              ADDITIONAL DATA                          ││
│    REACH# 8005551 │                                                       ││
│    REMARKS Skione │▐TEST RESULTS          ▌ │SOCS PENDING ORDER         │ ││
│  TRBL DESC NDT  xx│ │TICKET STATUS          │ │OTHER SOCS ORDERS         │ ││
│  NARRATIVE -ndt-a/│ │BOCRIS CSR             │ │SOCS DENY/RESTORE ORDERS  │ ││
│                   │ │LMOS TR                │ │OSPCM BSWM                │ ││
│       MTR: _ LINK:│ │PREDICTOR              │ │UPDATE LMOS TR            │ ││
│   NEW COMM OS     │ │BOCRIS PEND ORDER      │ │VIEW LINK'S               │ ││
│     CUS DT _____ │ │DATH TROUBLE HISTORY   │ │HOST REQUEST ERRORS       │ ││
│     DT RECVD _____│ │DLETH TROUBLE HISTORY  │ │LNP GATEWAY DATA          │ ││
│                   │ │DLR (DLRL) LINE RECORD  │ │ACCESS NUMBERS           │ ││
│   TEST RES OPN OUT│ │DLR (DLEX) EXTENDED REC │ │CUSTOMER BILL MEMO       │ ││
│  RECOMMEND DISP OU│ │                        │ │VIEW CPNI DATA           │ ││
└───────────────────┴──────────────────────────┴──────────────────────────┴─┘
TEST Results Available for 9999495038                          11:16 07:43:14
```

Figure 65 – Additional Data Window

Let's take a closer look at some of these options:

9.1   TEST RESULTS

Selecting the TEST RESULTS option displays full MLT test data.

```
02 26 00 Irouble Analysis Facilitation Interface  BRIAFIYM      BST R2000.1

TN  205 987 6000                    NAME  xRxPIATKOWSKI, GENE  5ES
                         OOS N  ADDRESS  2400 IITONKA RD , BI

-                                          RES   MAINT CONTRACT IWP/TDG




     205 987 6000




       0 TEST OK




```

Information Available for 2059876000   03:28 05:07:25

Figure 66 - MLT Screen – 1

Scroll down (page down key) to view rest of MLT data:

```
02 26 00 Irouble Analysis Facilitation Interface  BRIAFIYM      BST R2000.1

TN  205 987 6000                    NAME  xRxPIATKOWSKI, GENE  5ES
                         OOS N  ADDRESS  2400 IITONKA RD , BI

-                                          RES   MAINT CONTRACT IWP/TDG
    0 TEST OK




    1605              1618              6          YES
    3500    0         3500    0         181
    3500    0         3500    0         183


                      100                          34500
                      65

R
```

Information Available for 2059876000   03:58 05:07:55

Figure 67 – MLT Screen 2

9.2 TICKET STATUS

This option will produce the LMOS Recent Status Transaction or RST report. It provides a detailed report of what has transpired on an active (pending) trouble report. Every time someone handles the report, a line of status showing: who did it, when it was done (time/date), the intermediate status transaction code (IST) - which translates to what's happening to the report like PDO, and a line of narrative describing what the person did to produce the IST value.

9.3 BOCRIS CSR

When would you want to look at the CSR? In most cases, TAFI verifies the CSR to ensure that the customer has the feature that is being reported. In a rare situation, a new feature has been introduced and the TAFI lookup capability has not been updated yet. If the customer tells you that he has a feature, and TAFI tells you *"customer not paying for feature"*, look at the CSR manually. If you find a discrepancy (i.e., you find the feature in the CSR), notify your SME to report this problem to BellSouth.

This option will display a customer's CSR. This record lists everything your customer has programmed on his line. Take a few minutes and scroll through this example:

```
INITIAL TROUBLE REPORT - ROUTE FOR HANDLING

    TN 999 949 5038                          REPEAT N    EC 999  UNIT 47147200

    999 949 5038 196 *CSR*                              HGTN 1FR
        DUPL CUST EXISTS (3)                                          NO
    LN   DUNCAN, JACK M
    LA   867 RENEE DR
    SA   867 RENEE DR
         , HAUGHTON
    DZIP 71037

    ---DIR
    DDA  BA
    DEL  A1, B0, C0, D0, E0, F0, G0

    ---BILL
    BN1  JACK M DUNCAN
    BA2  867 RENEE DR

TEST Results Available for 9999495038                    12:13 07:44:11
```

Figure 68 – BOCRIS CSR Screen - 1

Scroll down (page down key):

INITIAL TROUBLE REPORT - ROUTE FOR HANDLING

```
        TN 999 949 5038                    REPEAT N    EC 999   UNIT 47147200

  BA2   867 RENEE DR
  PO    HAUGHTON   LA   71037
  TAR   000.707
  PACI  XXXX
  SS    540-58-8611;X


  ---S&E


            (OTHER)
  NOTE:
  999 949 5038 196 *CSR*                                  HGTN 1FR
      DUPL CUST EXISTS (3)                                               NO
  QTY USOC   S&E                      J    REV    IDENT NUMBER BTC EFF DT T

   1  NW101 NETWORK INTERFACE-OUTSIDE+           NR                    072294 N
```

TEST Results Available for 9999495038   12:52 07:44:50

Figure 69 – BOCRIS CSR Screen - 2

Scroll down again:

INITIAL TROUBLE REPORT - ROUTE FOR HANDLING

```
        TN 999 949 5038                    REPEAT N    EC 999   UNIT 47147200

   1  NW101 NETWORK INTERFACE-OUTSIDE+          NR                     072294 N
         /SED 07-22-94

         (LINES & STATIONS)

   1  MBBRX MEMORYCALL  ANSWERING SER+          395    9495038         072294 0
         /TN 949-5038/MBTN 949-5038
         /DLNM 2-JACK DUNCAN
         /IC 09-16-94/SED 07-22-94
   1  MWW   MESSAGE WAITING - STUTTER+          50     9495038         072294 N
         /TN 949-5038/IC 09-16-94
         /SED 07-22-94
   1  1FR   RESIDENTIAL LINE                    1327                   072294 N
         /PIC 288/PCA BO, 07-15-94
         /SED 07-22-94
```

TEST Results Available for 9999495038   13:21 07:45:19

Figure 70 – BOCRIS CSR Screen – 3

Continuing to page down will display the entire CSR segment

9.4 LMOS TR

Selecting this option, you will see what TAFI is seeing while it generates the LMOS Trouble Report mask:

```
INITIAL TROUBLE REPORT - ROUTE FOR HANDLING

     TN 999 949 5038                    REPEAT N   EC 999  UNIT 47147200

GENERIC_FID= IWP
GENERIC_FID= CCS
GENERIC_FID= MEMORY
GENERIC_FID= CALL
LISTED_NAME= DUNCAN, JACK M
SERVICE_ADDRESS= 867 RENEE DR , HAUGH
LOCATION= TDG
UNIT_NUMBER= 47147200
WORKING_CONDITION= WKG
CLASS_OF_SERVICE= RES
SERVICE_CODE= 1FR
LAST_CLEAR_DATE= 06-25-94
AFFECTED_SERVICE_COMMIT= 07-29-95 0600P
OUT_OF_SERVICE_COMMIT= 07-29-95 0600P
NARRATIVE=

TEST Results Available for 9999495038                    18:51 07:50:49
```

Figure 71 – LMOS TR Data

The scrolling down will display the remainder of the TR (LMOS Trouble Report) Screen data elements. If the WMC populated handle codes for a known failure condition for a given number, TAFI will provide the user with the appropriate information. All of this data is displayed in the TAFI Trouble Report Screen (see page 51).

9.5 **PREDICTOR**

When TAFI is processing a feature problem, it will verify the switch translations using Predictor. The raw data is available for view with this option:

```
02 26 00 Trouble Analysis Facilitation Interface   BRTAF[YM        BST R2000.1

  TN 205 987 6000                 ┌──────────────────────────┐5ES
                          OOS ▌  │TOUCHSTAR                 │
                  ┌─────────────────────────────│ARDING      │
                  │ -                           │CALL FORWARDING │ │T IMP/TDG
                  └─────────────────────────────┘

  ┌─────────────────────────────────────────────────────────────────┐
  │    S42F-164429994 00-02-26 17:15:16 249043 no_cls BAB98EE         │
  │M  Sat Feb 26 17:15:15 2000                                        │
  │                                    5ESS SWITCH BAB98EE            │
  │SCREEN 1 OF 6                         VERIFY     1.8               │
  │                          ANALOG LINE/BRCS ASSIGNMENT             │
  │  (×)1. TN      9876000      RAX   1          OVRD DNY XFER N      │
  │  (×)2. OE      _ _____ LCC   1FR        BUSY MONITOR  N      │
  │  (×)5. PTY     _            TTC   Y          ATT MLHG     ____    │
  │  (×)6. MLHG    ____         HRI   0          RBV TGN      ____    │
  │  (×)7. MEMB    ____         SERHLN _____ CIDIAL       ALLOW   │
  │        CHNG TN  2059876000  BCK LNK N        PIC          6746    │
  │        CHNG OE  L 0120013063 SHARED N        PTC          ____    │
  │        CHNG PTY I           SUSO  N          PLC          ____    │
  │        CHNG MLHG 0          SUSO  N          UNBUNDLED    N       │
  └─────────────────────────────────────────────────────────────────┘

PRED Data Available for 2059876000                    05:1▌ 05:17:51
```
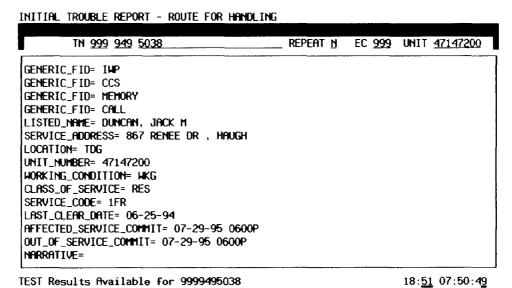
Figure 72 – Initial Predictor Data Screen

Depending upon the number of features that the customer has, this report could be many pages long. In the example above, there are six pages of data (and there is not reason to clutter this document with them).

Again, since TAFI has collected this data to handle a feature related trouble report, the results are available for inspection. In the real world, you will most likely never look at this data ... because TAFI does the work for you.

If you want to see what features are programmed in the switch (in English), depress the F7 key after TAFI tells you that *PRED Data Available* (as shown in the status line in Figure 72). Using this feature the user will see both the English translation of the various USOC codes from the CSR as well as the English translation of the Switch programming.

9.6 BOCRIS PEND ORDER

TAFI looks at the pending order status in BOCRIS as a trigger to view the details of the service order in SOCS.

9.7 DATH - TROUBLE HISTORY

Let's suppose you are taking a trouble report from a customer who says the trouble has been reoccurring every two months. Normally reoccurring troubles are indicated on the screen as Repeat Reports, however, since the customer's problem did not reoccur in the past 30 days, you will need to look at the customer's trouble history to determine a common thread. Selecting the Trouble History option will access the LMOS DATH (Display Abbreviated Trouble History) screen.

When you select this option, TAFI asks you if you want the LMOS report sent to a local printer for a hard copy:

```
INITIAL TROUBLE REPORT - ROUTE FOR HANDLING

         TN 999 949 5038                      REPEAT N   EC 999  UNIT 47147200
                                                              LOC IDG
        NAME DUNCAN, JACK M         SUB N    SO N
     ADDRESS 867 REN ┌─────────────────────────────────────────────────────┐
                     │                  ADDITIONAL DATA                      │
     REACH# 8005551  │                                                       │
     REMARKS Skione  │TEST RESULTS    ┌───────────────────────────────┐    │
    TRBL DESC NDT **  │TICKET STATUS   │ TROUBLE HISTORY (DATH)        │    │
    NARRATIVE -ndt-a/ │BOCRIS CSR      │                               │DERS│
                     │LMOS TR         │ PRINTER ____   (optional)     │    │
        MTR: _ LINK: │PREDICTOR       │                               │    │
    NEW COMM OS       │BOCRIS PEND ORDER└───────────────────────────────┘    │
        CUS DT _____  │█DATH TROUBLE HISTORY█│ │HOST REQUEST ERRORS      │
        DT RECVD ____ │DLETH TROUBLE HISTORY  │ │LNP GATEWAY DATA         │
                     │DLR (DLRL) LINE RECORD │ │ACCESS NUMBERS           │
    TEST RES OPN OUT  │DLR (DLEX) EXTENDED REC│ │CUSTOMER BILL MEMO       │
    RECOMMEND DISP OU │                          │VIEW CPNI DATA           │
                     └─────────────────────────────────────────────────────┘
TEST Results Available for 9999495038                        02:37 08:23:20
```

Figure 73 – Accessing DATH

Since TAFI allows you to scroll a multi-page DATH (and other) report, the need for sending the report to a printer is no longer necessary. To view the report on your screen (the typical approach), depress Enter without inputting a printer address.

Look at the bottom of the next screen. Obtaining LMOS reports (DATH, DLETH and DLR) is a two step process. First you tell TAFI to get the report. Then, once TAFI indicates that the report is available, you ask TAFI to display the report by selecting the option a second time. Let's see how this works:

Select the DATH option and press Enter:

```
INITIAL TROUBLE REPORT - ROUTE FOR HANDLING

        TN 999 949 5038                   REPEAT N   EC 999  UNIT 47147200
                                                     LOC TDG
      NAME DUNCAN, JACK M          SUB N      SO N
   ADDRESS 867 REN┌──────────────────────────────────────────────────────┐
                  │                  ADDITIONAL DATA                       │
    REACH# 8005551│                                                        │
   REMARKS Skione │ TEST RESULTS          │   SOCS PENDING ORDER          │
 TRBL DESC NDT  xx│ TICKET STATUS         │   OTHER SOCS ORDERS           │
 NARRATIVE -ndt-a/│ BOCRIS CSR            │   SOCS DENY/RESTORE ORDERS    │
           _____ │ LMOS TR               │   OSPCM BSWM                  │
      MTR: _ LINK:│ PREDICTOR             │   UPDATE LMOS TR              │
   NEW COMM OS     │ BOCRIS PEND ORDER    │   VIEW LINK'S                 │
    CUS DT _____  │ DATH TROUBLE HISTORY │   HOST REQUEST ERRORS         │
   DT RECVD _____ │ DLETH TROUBLE HISTORY│   LNP GATEWAY DATA            │
                   │ DLR (DLRL) LINE RECORD│  ACCESS NUMBERS              │
  TEST RES OPN OUT │ DLR (DLEX) EXTENDED REC│ CUSTOMER BILL MEMO          │
  RECOMMEND DISP OU│                       │  VIEW CPNI DATA              │
                   └──────────────────────────────────────────────────────┘
Trouble History (DATH) Data Requested for 9999495038          03:39 08:24:22
```
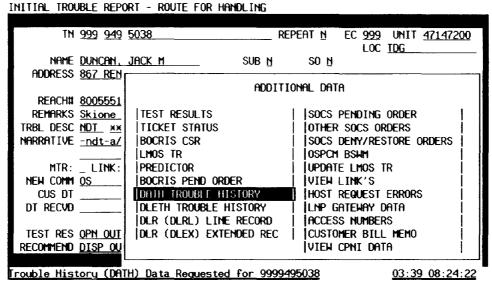
Figure 74 - Requesting DATH Data

Depress Enter a second time after TAFI tells you that the data is available (see status below):

```
INITIAL TROUBLE REPORT - ROUTE FOR HANDLING

        TN 999 949 5038                   REPEAT N   EC 999  UNIT 47147200
                                                     LOC TDG
      NAME DUNCAN, JACK M          SUB N      SO N
   ADDRESS 867 REN┌──────────────────────────────────────────────────────┐
                  │                  ADDITIONAL DATA                       │
    REACH# 8005551│                                                        │
   REMARKS Skione │ TEST RESULTS          │   SOCS PENDING ORDER          │
 TRBL DESC NDT  xx│ TICKET STATUS         │   OTHER SOCS ORDERS           │
 NARRATIVE -ndt-a/│ BOCRIS CSR            │   SOCS DENY/RESTORE ORDERS    │
           _____ │ LMOS TR               │   OSPCM BSWM                  │
      MTR: _ LINK:│ PREDICTOR             │   UPDATE LMOS TR              │
   NEW COMM OS     │ BOCRIS PEND ORDER    │   VIEW LINK'S                 │
    CUS DT _____  │ DATH TROUBLE HISTORY │   HOST REQUEST ERRORS         │
   DT RECVD _____ │ DLETH TROUBLE HISTORY│   LNP GATEWAY DATA            │
                   │ DLR (DLRL) LINE RECORD│  ACCESS NUMBERS              │
  TEST RES OPN OUT │ DLR (DLEX) EXTENDED REC│ CUSTOMER BILL MEMO          │
  RECOMMEND DISP OU│                       │  VIEW CPNI DATA              │
                   └──────────────────────────────────────────────────────┘
Trouble History (DATH) Data Available for 9999495038          05:44 08:26:27
```
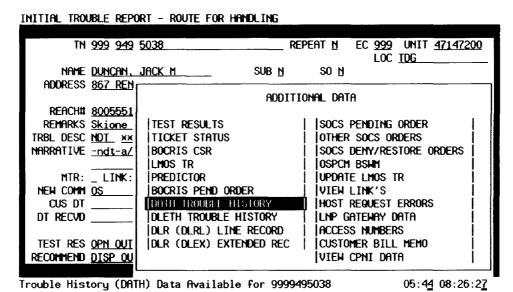
Figure 75 - DATH Data Available

Depress the Enter key again to view the data:

```
INITIAL TROUBLE REPORT - ROUTE FOR HANDLING

▌    TN 999 949 5038                        REPEAT N    EC 999   UNIT 47147200 ▌
 ┌────────────────────────────────────────────────────────────────────────────┐
 │DATH  TN                            PRTR      EC                             │
 │×LN ANY NAME                                                                 │
 │×SA ANY ADDRESS , MINDEN/ZAC Y/LA 904 SIBLEY RD/ZAC Y                        │
 │×LOC TDG                                                                     │
 │---HIST---                                                                   │
 │REPORTED       S CLEARED        TH_KEY         TST RPM SWM OS CAT  T    D     │
 │06-18-94  315P 0 07-19-94  600P 07-19-94  617P 600 181 181 ×  CD  100 0900 6 │
 │:BM CAME CLEAR/PNW101/RPD AD/ADV MRS .                                       │
 │.                                                                            │
 │                                                                             │
 │                                                                             │
 │06-16-94  107P 0 07-18-94 1010A 07-18-94 1016A 603 179 179 ×  CD  100 1210 3 │
 │:  ZC300 AV MRS RPD IW RJ11C .                                               │
 │.                                                                            │
 │                                                                             │
 │05-20-94  452P 0 06-21-94  231P 06-21-94  238P 299 299 299 ×  CD  100 0700 6 │
 └────────────────────────────────────────────────────────────────────────────┘
Trouble History (DATH) Data Available for 9999495038          06:14 08:26:57
```
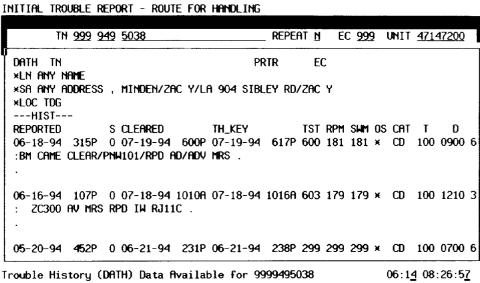
Figure 76 – DATA Data Displayed

Sequential depressions of the page down key will scroll the user through the entire DATH report.

9.8 DLETH - TROUBLE HISTORY

The LMOS DLETH (Display Extended Trouble History) report is obtained using the exact same process as pulling the DATH report. You request the report, tell TAFI where you want the report delivered (screen or printer) and then, if you picked the screen option, request the report a second time.

9.9 DLR (DLRL) - DISPLAY LINE RECORD

The LMOS DLR (Detailed Line Record) contains all of the information that LMOS knows about this line. On rare occasions you might get a call from a technician asking you for the cable pairs for a given customer so he can complete a repair job. The technician should be calling his WMC for this data if he can't get it from his CAT. But just in case you get such a request, you can find the information on the DLR.

Select the DLR option on the Additional Data Window and depress Enter. When the data is available, depress the Enter key again:
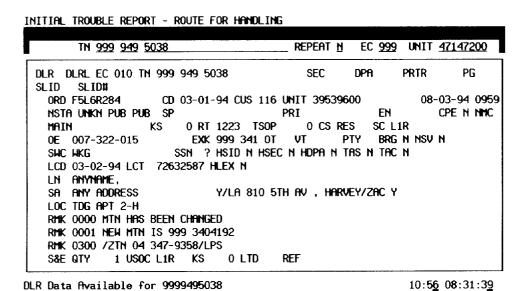
```
INITIAL TROUBLE REPORT - ROUTE FOR HANDLING

        TN 999 949 5038                    REPEAT N   EC 999  UNIT 47147200

 DLR   DLRL EC 010 TN 999 949 5038              SEC    DPA     PRTR      PG
 SLID    SLID#
   ORD F5L6R284          CD 03-01-94 CUS 116 UNIT 39539600       08-03-94 0959
   NSTA UNKN PUB PUB  SP                  PRI              EN        CPE N NMC
   MAIN              KS    0 RT 1223  TSOP     0 CS RES    SC L1R
   OE  007-322-015          EXK 999 341 OT   VT       PTY    BRG N NSV N
   SWC WKG              SSN  ? HSID N HSEC N HDPA N TAS N TAC N
   LCD 03-02-94 LCT  72632587 HLEX N
   LN  ANYNAME,
   SA  ANY ADDRESS           Y/LA 810 5TH AV , HARVEY/ZAC Y
   LOC TDG APT 2-H
   RMK 0000 MTN HAS BEEN CHANGED
   RMK 0001 NEW MTN IS 999 3404192
   RMK 0300 /ZTN 04 347-9358/LPS
   S&E QTY    1 USOC L1R   KS    0 LTD    REF

 DLR Data Available for 9999495038                    10:56 08:31:39
```

Figure 77 – DLR Screen

To view the next screen, depress the page down key, etc.

9.10 DLR (DLEX) - DISPLAY LINE RECORD

Selecting this option will retrieve the extended line record data from LMOS using the same sequence as described in Section 9.9.
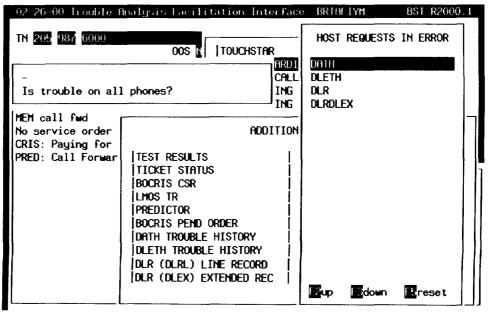
9.11 OSPCM BSW

When the customer is reporting problems getting a drop wire buried, TAFI will access the Out Side Plant Construction Management (OSCPM) system to verify the status of the construction work. If a request exists, TAFI will provide the status and due date on your screen. You can view the Buried Service Wire (BSW) request information under the Additional Data Window and selecting JMOS BSWM option.

9.12 HOST REQUEST ERRORS

If TAFI requests information from a downstream system, or tries to send information to a downstream system, and the access to that system is blocked for some reason, TAFI generates a **Host Request Error**.

For example, you are working the late shift and wanted to see the DATH report for a customer. However, at this time, the LMOS host is down for backups. TAFI responds with a Host Request Error

Should this happen, queue your report until connections to the downstream system are available. At that time, recall your report from the queue and go to the Host Request Errors option on the Additional Data Window.

```
02-26-00  Trouble Analysis Facilitation Interface  BRTAFIYM        BSI R2000.1

TN 205 987 6000                                          HOST REQUESTS IN ERROR
                                 OOS    |TOUCHSTAR
                                             |ARDI    DATH
                                             |CALL    DLETH
    _                                        |ING     DLR
    Is trouble on all phones?                |ING     DLRDLEX

MEM call fwd
No service order                    ADDITION
CRIS: Paying for
PRED: Call Forwar   |TEST RESULTS         |
                    |TICKET STATUS        |
                    |BOCRIS CSR           |
                    |LMOS TR              |
                    |PREDICTOR            |
                    |BOCRIS PEND ORDER    |
                    |DATH TROUBLE HISTORY |
                    |DLETH TROUBLE HISTORY|
                    |DLR (DLRL) LINE RECORD |
                    |DLR (DLEX) EXTENDED REC|
                                              up    down    reset

LMOS update data not available                         12:35 05:25:08
```

Figure 78   Host Request Errors

TAFI displays all of the host request errors for this report (in this case, four). Move the highlight bar to the transaction you want to execute using the F2 and F3 keys and then depress F5 to reset (actually re-send) the transaction.

⇒ **Note:** Requesting that TAFI resubmit the given request(s) does not guarantee that the anticipated results will occur. If the reason why the initial attempt failed has been resolved (i.e., a temporary access problem over the network), then TAFI will obtain the requested data. If the problem condition still exists (e.g., the LMOS Host system is down for nightly backup), submitting the transaction will net similar results.

How to handle this situation will depend upon the urgency of the trouble report coupled with your company's procedures.

If TAFI needs the data to process the report (i.e., CRIS data is not available and the trouble deals with a feature which may or may not be on the line), the user has two choices:
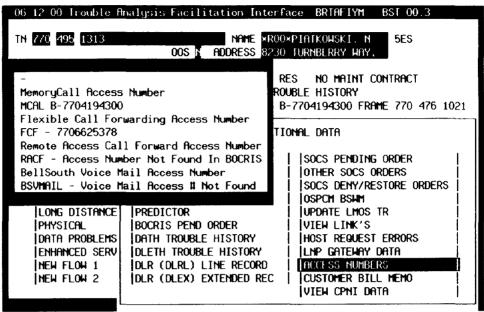
(1)   If the report is a routine report taken during a slow part of the day, the user may queue the report and retry submitting the host request error after some reasonable length of time. What's reasonable? This depends upon the time of day. If the error occurred around 1 AM, then chances are good that all similar transactions will fail until the legacy system is back on-line. In this case waiting until 5 AM would be reasonable. On the other hand, if the problem happened at 1 PM, then giving BellSouth an hour to fix the problem would be reasonable.

(2)   If the report is taken during the busy part of the day and a reasonable time has elapsed without success, then manually report your customer's trouble condition to the BRMC. Cancel your TAFI report to Other Trouble Reporting Center (see Section 10.1.9) since the BellSouth rep will process your report.

If TAFI doesn't need the data to process the report (i.e., you wanted to see a DLETH report) then let TAFI complete its analysis and send the report without delay.

9.13   ACCESS NUMBERS

The Customer Information Window (see Section 5.4.1) provides the MemoryCall access number along with the corresponding frame number applicable for the entered telephone number. The Access Number option (see

Figure 79) restates the MemoryCall access number along with providing the Flexible Call Forwarding (FCF), Remote Access Call Forwarding (RACF) access and BellSouth Voice Mail access numbers.

```
06 12 00 Trouble Analysis Facilitation Interface  BRTAFIYM   BST 00.3

TN 770 495 1313                    NAME ×ROO×PIATKOWSKI, N    5ES
                          OOS N  ADDRESS 8230 TURNBERRY WAY,

 -                                  RES   NO MAINT CONTRACT
MemoryCall Access Number            ROUBLE HISTORY
MCAL B-7704194300                   B-7704194300 FRAME 770 476 1021
Flexible Call Forwarding Access Number
FCF - 7706625378                    TIONAL DATA
Remote Access Call Forward Access Number
RACF - Access Number Not Found In BOCRIS   |SOCS PENDING ORDER        |
BellSouth Voice Mail Access Number       | |OTHER SOCS ORDERS         |
BSVMAIL - Voice Mail Access # Not Found  | |SOCS DENY/RESTORE ORDERS  |
                                         | |OSPCM BSWM                |
    |LONG DISTANCE| |PREDICTOR           | |UPDATE LMOS TR            |
    |PHYSICAL     | |BOCRIS PEND ORDER   | |VIEW LINK'S               |
    |DATA PROBLEMS| |DATH TROUBLE HISTORY| |HOST REQUEST ERRORS       |
    |ENHANCED SERV| |DLETH TROUBLE HISTORY| |LNP GATEWAY DATA         |
    |NEW FLOW 1   | |DLR (DLRL) LINE RECORD| |ACCESS NUMBERS          |
    |NEW FLOW 2   | |DLR (DLEX) EXTENDED REC| |CUSTOMER BILL MEMO     |
                                         | |VIEW CPNI DATA            |

Information Available for 7704951313              01:13 06:21:38
```

Figure 79 – Access Numbers